
VOLUNTEERS OF AMERICA
WESTERN WASHINGTON

2022
ANNUAL
REPORT

voaww.org | 425.252.3191 | everett, washington

A YEAR OF RESILIENCE

Stories of overcoming adversity echoed throughout VOAWW in 2022.

After recovering from the immediate crisis of COVID-19, the world is slowly returning to pre-pandemic life. And while the challenges are far from over, our programs and clients have found ways to triumph, even in uncertainty.

In 2022, the food bank doors remained open in the face of economic instability reduced buying power. Afghan and Ukrainian refugees fleeing conflict and persecution found safety

and solace through our resettlement program. Parents returning to work filled the gaps in basic needs at our Community Resource Centers. And adults with intellectual disabilities are finding supported employment at the thrift store in Sultan.

Promoting self-sufficiency was our guidepost in 2022, helping provide individuals with long-term solutions to success and stability.



Afghan families who collectively served for 20 years alongside the US-led Coalition in Afghanistan, have safely and successfully resettled in Snohomish County through a partnership of VOAWW with state and local agencies.

The **Hunger Prevention** program distributed 6.1M pounds of food to over 163,000 neighbors across Snohomish County in partnership with local food banks and meal sites.

\$51.2M in rental assistance was provided by **Housing Services** to over 6,400 families to keep them in their own homes. And more than 19 families received safe, permanent housing through the Rapid Rehousing program in connection with Snohomish County.

Community Resource Centers in Arlington, Lake Stevens, and Sultan served 4,278 households with over \$2.3M in assistance for basic needs, personal support housing, utilities, and transportation.

The newest **ECEAP preschool** campus in Monroe opened to serve 35 students last year. Combined with locations in Everett and Sultan, 127 children are achieving kindergarten readiness.

The Carl Gipson Center is a membership-based community serving age 50+, veterans, individuals with disabilities, underserved communities, immigrants, youth, and families. Membership numbered 773, a total of more than 60 new members every month last year.

The transition to 988, a simple-to-remember number for **crisis care and suicide prevention** saw a 204% increase in the volume of calls, chats, and texts, representing more than 163,000 people reaching out for help.



The Washington Indian Behavioral Health Hub assists Indigenous people with resources and referrals. In November, the launch of the Native & Strong Lifeline became the first in the nation for 24/7 crisis care staffed entirely by Tribal members and descendants.

As the level of need has risen, **North Sound 2-1-1** referral specialists fielded 67,562 calls for assistance across the North Sound region, an average of 260 calls per workday.

Maud's House, our transitional shelter for women and their children recovering from trauma, homelessness, or domestic violence served 42 clients last year including 26 children. Six residents moved to permanent housing.

Opened November 1, our **East County Cold Weather Shelters** provided a warm, safe place to sleep and a hot meal for 35 nights to unsheltered neighbors.

Personal Support Services staff committed more than 465,000 hours to support independent living for 79 individuals with intellectual or developmental disabilities. Foundational Community Supports provided 199 people access employment and housing stability.

The **VOAWW Thrift Store** in Sultan provides the community with an opportunity to donate and shop in a cycle of giving back.

WHY WE GIVE

Themes of charity, kindness, and service are universal, but we asked local philanthropists their reasons for giving to VOAWW. Their answers are as varied as the services we provide. Some rely on their faith as a direction for investing in the care of others. Some say trust in knowing their donation will be maximized encourages them to give time and again. And yet others say the impact across Puget Sound and Washington State is why they designate VOAWW as their charity of choice.

FAITH

We strongly believe in performing acts of mercy, several of which are... in [Matthew 25:21-46]. That means we should help people who need assistance with food, clothing, and shelter.

TRUST

"You've never failed us. It gives us the confidence that what we're giving is going exactly where it needs to go."

IMPACT

"There's overarching support for areas of need, whether it's food on your table or education or helping people find housing."



HEARTACHE TO HOPE

A story from Maud's House

Heartache seemed to be a constant companion for Colleen*.

In high school, she suffered a concussion that went untreated. Its effects visited her in adulthood as a seizure disorder and a diagnosis of traumatic brain injury (TBI). A friendship with a coworker and roommate dissolved into abuse, transforming her home into a battleground. Life got tougher in May 2019 when her roommate abandoned the apartment without warning, leaving Colleen to pay rent she couldn't afford alone. Eviction quickly followed.

She and her 9-year-old son Jackson found a safe haven with friends in Seattle. In October, a seizure-induced fall on the bus left Colleen with five broken facial bones. Days later, feeling crowded, her friends asked the pair to leave. "You learn in your lowest moments who you can count on and who loves you."

She couch surfed, helped her sister with childcare, moved to Eastern Washington to live with her mom. Winter turned to spring and COVID swept through the country. A lack of adequate remote learning resources for Jackson forced them back to the west side of the Cascades. "Help was hard to find because we didn't have stability," and living with disabling seizures meant Colleen's outlook for finding work was grim.

One year after her fall injury, feeling hopeless and living in a broken-down vehicle with only a small space heater to keep warm, Colleen was out of options. She called North Sound 2-1-1, and referral specialists put in a call to Maud's House on Monday. By Friday, she and Jackson were sleeping in beds.

Maud's House Program Manager Natasha Lindsay took time to learn about Colleen's struggles. The first step was to locate a therapist and address past trauma. Then, Colleen was connected to a housing navigator that found local assistance with a permanent housing placement, giving her freedom to start making her own choices and mapping out her future.

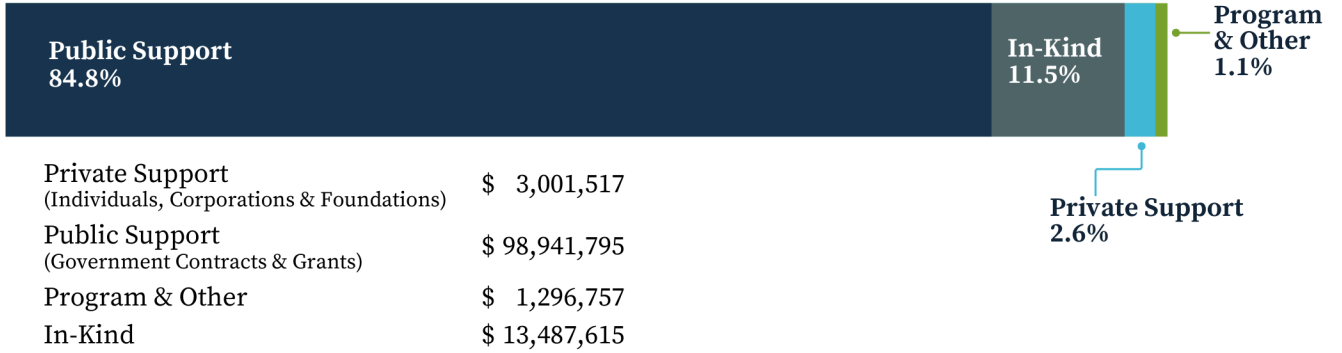
Today, she has a small place of her own, continuing therapy and working on a course in data analysis. As for Jackson, he can safely walk to school and back home. His own home. Still, Colleen knows, it's been difficult. "Kids are resilient, yes, but they are also affected. Jackson has anxiety and ADHD." But with an established routine and stable housing, she can focus on helping Jackson, now 12, find his own path to healing. "Last night was the first night in two years – two years – my son slept through the night."

Heartache has turned to hope.

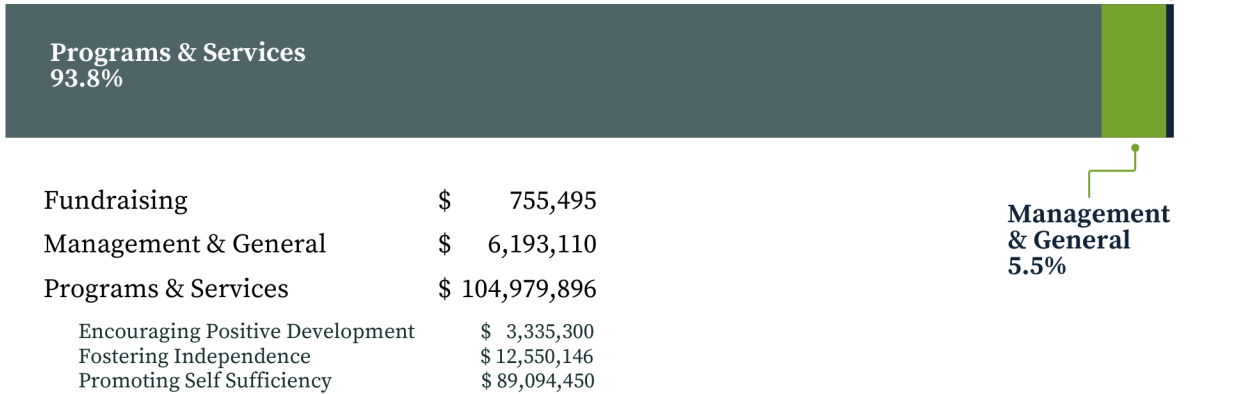
**not pictured*

FINANCIAL SUMMARY

Revenue \$116,727,684



Expenses \$111,928,501



Financial data in this report are preliminary and subject to change upon audit.
More detailed financial reporting available upon request.



**Empowering individuals.
Strengthening communities.**

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Front cover photo:
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